

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| In re Application of: |) | |
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| Harville et al. |) | Examiner: Burgess, Barbara N. |
| |) | |
| Serial No.: 10/698,196 |) | Art Unit: 2457 |
| |) | |
| Filed: October 30, 2003 |) | Confirmation No. 3553 |
| |) | |
| For: SERVICE MANAGEMENT |) | |
| USING MULTIPLE SERVICE |) | |
| LOCATION MANAGERS |) | |
| |) | |

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office Action mailed March 2, 2010, Applicants respectfully request further examination and reconsideration of the above captioned patent application in view of the amendments and arguments set forth below.